

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, June 15, 2012 in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Paula Laundrie, Craig Huxford, Helen Smits, Carole Andrews, Bill Clancy,
Susan Hyland

Excused: JoAnn Grashberger

Also

Present: Brian Shoup, Executive Director
Kevin Lunog, Behavioral Health Services Manager
Tim Schmitt, Finance Manager
Mary Johnson, Hospital & Nursing Home Administrator
Doug Schneider, Green Bay Press Gazette

1. **Call Meeting to Order:**
The meeting was called to order by Chair Tom Lund at 5:15 pm.
2. **Approve/Modify Agenda:**
ANDREWS/HUXFORD moved to approve the agenda.
The motion was passed unanimously.
3. **Approve Minutes of May 10, 2012 Human Services Board Meeting:**
ANDREWS/CLANCY moved to approve the minutes dated May 10, 2012.
The motion was passed unanimously.
4. **Executive Director's Report**

Appointment of new Director of Community Programs

- Shoup stated that he has appointed Jeremy Kral, Marquette Human Services Director, as our new Director of Community Programs Division, replacing Jean O'Leary. Jeremy has served in his current position at Marquette County for three years. Before that, he served as that agency's Manager of Long Term Care, having developed and executed their transition plan into Family Care. Jeremy joins Brown County HS on July 2. Shoup states Kral will be a strong addition to the team.

Collaboration with Brown County United Way

- We have begun to establish a closer relationship with United Way. Shoup has been appointed to United Way's Leadership Council for the Community Partnership for Children, of which Human Services is a substantial financial

support. Shoup anticipates there will be greater collaboration between our two agencies in the area of planning and budgeting in the future.

Child abuse/neglect reports

- Although the rate of increase of abuse/neglect allegations reported to Child Protection dropped from 22% in March to 7.5% in April, it rebounded to 38% in May. We are hiring two temporary social workers and diverting additional social work capacity from other units. We also are requiring some overtime with existing staff to keep up with investigations. If the spike continues, we will request to convert the temporary positions to limited term. When we present our budget in August, you may see added capacity for Child Protection.

Future financial aid and program reports

- We will be reviewing and revising future program and financial reports for both HS Board and HS Committee and seeking members' suggestions.

Other Items

- A fraud investigation regarding liquor store owners misusing Quest Food Share cards was reported at a press conference 6/13. That activity was uncovered by our ES workers. Jenny Hoffman, ES management & sheriff have been training staff to look for the possibility of fraud during the application process. In this situation, information was passed on to our imbedded fraud investigators. They worked cooperatively with alcohol, tobacco & firearm agents as well as USDA agents and ended up arrested misusers on Monday. Shoup stated that fraud robs taxpayers and hurts the truly needy clients. We will continue our efforts to maintain program integrity. Shoup hopes that the word is out that we are a generous but vigilant community.

Q: Citizen Board Member Huxford asked if we think the new agreement/cooperation with Sheriff's department helped expedite this fraud issue.

A: Shoup stated absolutely; this required a level of sophistication that wasn't possible before. The imbedded, trained investigators have made all the difference. He appreciates Sheriff Gossage's offer for this partnership and the County Board's approval. Welfare fraud is a crime and it makes sense to have sworn officers involved.

CLANCY/ANDREWS moved to receive and place on file.

Motion was carried unanimously.

5. Policy Development Issue: Mental Health Access: Steps & Outcomes

- Kevin Lunog summarized the past months' presentations. He stated in order to meet the needs of Brown County residents, we need to have more prescriber time. This can be through a psychiatrist, an advanced practice nurse prescriber or a combination of time from both. We currently have a .5 FTE position that can be filled which will give some relief, but we will need more coverage. Nursing will need to be expanded to assist with the increase in their workload as more prescriber time is utilized.

Paula Laundrie entered meeting at 5:33 p.m.

- Lunog stated the nurses receive triage calls placed to the clinic; they look through the records, gather the prescribing and other medical information that the providers need. The nurses deal with issues coming from the pharmacies and patients in order to resolve problems and discrepancies. The nurses consult with our other staff members on medical issues facing our clients, such as diabetes which can be an adverse effect from taking the psychiatric medication. The numbers of clients are increasing yearly.
- In 2011, we saved \$1,690,328.82 by using assistance programs compared to retail costs for these medications. This does not include the samples we provide patients (which are obtained from the pharmaceutical companies at no cost). We have a full time medication secretary who works together with the nurses to complete pre-authorizations, arranging to fulfill orders from the prescribers, works with the pharmacies, assists the medication programs paperwork and documentation requirements, and deals with the medications that come into the nursing office from the various programs.

Q: Vice Chair Laundrie asked if the assistance programs covers all tiers of medications, including the more expensive drugs.

A: Lunog stated it can it can but we do rely on new pharmaceutical reps to give samples.

- New patients to the clinic who do not have a prior psychiatric history are seen by the psychotherapist who completes an initial intake. This is so that a comprehensive write-up can be available to the prescriber in their first session. As we expand prescriber time this will also have an impact upon the psychotherapist's time. With more people being admitted to the clinic there will be more referrals for counseling, which will also add to the time needed for therapy.
- Lunog stated that adding additional prescriber time will help to shorten the wait times, but will also increase the number of people enrolled in the clinic. To meet the needs of the new patients, we will require more time and assistance from other staff members including nursing, the medication secretary and/or psychotherapists.
- Measurements currently being done include tracking when people miss their appointments to see the rates/days/reasons they are missing; tracking total numbers of people seen by each provider, average number of sessions and how that compares among therapists and tracking the number of medications and phone calls going through the nursing office.

Q: Citizen board member Huxford stated that most clinics/hospitals use a pre-call automated system for appointment reminders and asked if we are implemented that.

A: Lunog stated we do use Televox to send out an automated reminder but are moving it up to 2 days ahead to hopefully promote less missing of appointments.

- Lunog recommended the following:
 - Additional prescriber time be added in addition to the .5 FTE which should be filled.
 - An additional nurse position be added.
 - An additional psychotherapist position be allocated.

- Lunog also asked board for any recommendations they might have.

Q: Citizen board member Huxford asked what the issue is with filling the part-time position.

A: Lunog stated that we have had issues filling it in the past; administration turned down the approval through the freeze panel. It is budgeted for but did not go through previously.

Q: County board member Clancy asked how soon could we get the part-time position filled.

A: Shoup stated that getting the Committee and Board to recommend the position to be filled will be helpful. After that, it would go to the Executive Committee to be approved. The position will be challenging to recruit and we will need to request the flexibility of hiring either a psychiatrist or a nurse prescriber.

County board member Clancy asked for an agenda item for next month to be added – recommendation of the .5 position to be filled.

Clancy requested an agenda item “Board recommendation to fill .5 FTE prescriber position” for July’s meeting be added. All on board agreed to add for July.

ANDREWS/HYLAND moved to receive and place on file.
Motion was carried unanimously.

6. Financial Report

Community Programs

Schmitt reported financials through April. We are on target to meet budget; we do not expect a large variance. We are experiencing favorable results in contracted services.

Community Treatment Center

Schmitt stated that for the first four months this year, we are very close to on target for budget.

- Mary Johnson added that the different nursing model (elimination of house managers) has helped with this year’s finances. Currently, we are looking at revising our RN shifts, to allow for some 12 hour shifts without paying overtime.

LAUNDRIE/ANDREWS moved to receive and place on file.
Motion was carried unanimously

7. Community Treatment Center Statistical Update:

Please refer to the packet which includes this information.

8. Bellin Hospital Statistical Update:

Please refer to the packet which includes this information.

9. Contract Update:

Please refer to the packet which includes this information.

10. Other Matters:

Next Meeting: Thursday, July 12, 2012
5:15 p.m. – Sophie Beaumont Building, Board Room A

11. Adjourn Business Meeting:

ANDREWS/HYLAND moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 6:01 p.m.

Respectfully Submitted,

Kara Navin
Recording Secretary